



Carolina Telephone
Centel-North Carolina
Centel-Virginia
United Telephone-Southeast

James B. Wright
Senior Attorney

April 4, 1997

Ms. Martha P. McMillin
MCI Dept. Loc Code 0347/943
780 Johnson Ferry Road, Sta. 700
Atlanta, GA 30342

RE: TRA Docket No. 96-01235

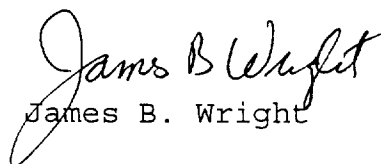
Dear Martha:

Per our discussion, enclosed is a copy of revised Section 5 of the current Business Office procedures of United Telephone-Southeast, Inc. for implementation of toll dialing parity (1+ intraLATA presubscription) in Tennessee. This replaces the Section 5 furnished to you previously.

A new subsection 5.01 d. has been added which addresses United's policy regarding marketing intraLATA services. In addition, a new subsection 5.02 has been added dealing with misdirected calls.

As with all of our Business Office Procedures, the enclosed represents current policy. United specifically reserves the right to change these procedures so long as they remain in compliance with the law.

Sincerely yours,


James B. Wright

JBW:er
Enclosure

CC: Director Melvin Malone
David Waddell
Jim Lamoureux

#10152

5. TALKING WITH THE CUSTOMER - Other inquiries

- 5.01 If an existing customer calls in with another type of contact and the customer conversation turns to intralata or the call is a generic inquiry about intralata/local toll, the following guidelines will apply.
- a. Make a generic explanation that the customer has a choice of who will carry their calls to nearby communities outside of their EAS and local calling scope.
 - b. Explain that we as the local company, currently carry those calls and bill for them.
 - c. Offer the explanation of intralata, LATAs, etc. in above Paragraph 4.
 - d. During the processing of such calls, United will not market its intraLATA services.
- 5.02 If a misdirected intraLATA call is received, the caller will be advised that United is not their intraLATA carrier and that the caller may reach their carrier by dialing a number provided by the carrier for that purpose. In handling such calls, United will not market its intraLATA services to the extent that other intraLATA carriers agree not to market misdirected calls from United's customers that they receive.

Revised April 4, 1997